

Non-911 Patient Management Emergency Medical Services

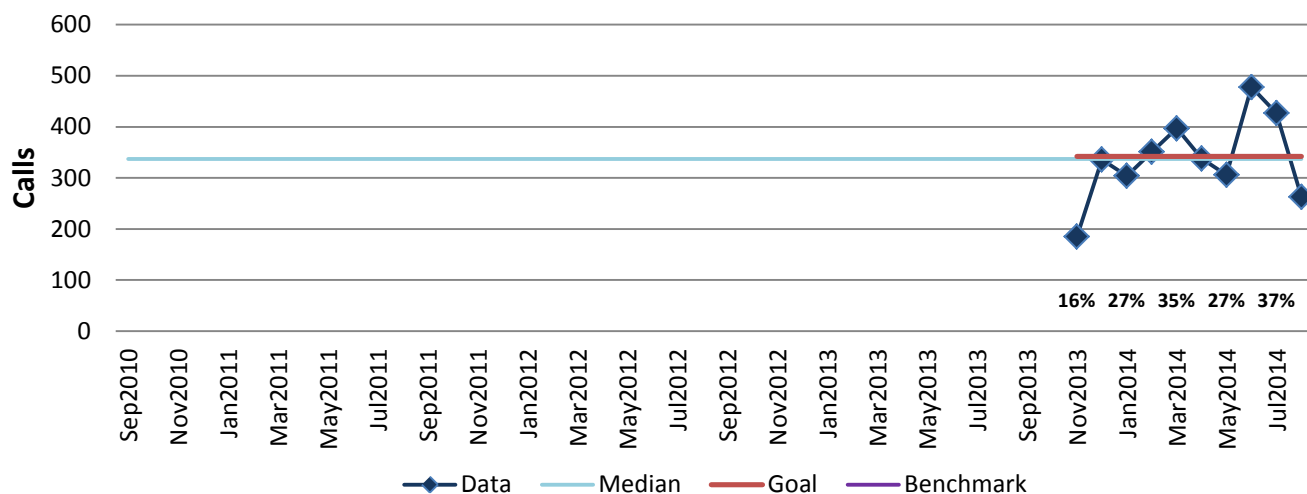


KPI Owner: Kristen Miller

Process: Patient Management

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: N/A		Data Source: Internal Data Tracking	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: Triage 30% of low severity calls out of the 911 EMS system from 2012 to 2015 and 50% of low severity calls by 2017. Programs include PSIAM, PPCN, MD2U, Wayside.		Goal Source: Strategic Plan/Bloomberg	Measurement Method: Count of low severity calls redirected to alternative care program. Low severity calls baseline is 1140.75 calls per month (12 month average).		
Benchmark: N/A		Benchmark Source: N/A	Why Measure: Navigate patients to most appropriate level of care in order to better utilize emergency resources.		
			Next Improvement Step: Expand medical outreach by placing Nurse practitioners in new facilities.		
Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
3,422	3,385		342	263	
Calls	Calls		Calls	Calls	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.